

DSCI CORPORATION

Commonwealth of Massachusetts

D.T.E. 03-60

Respondent: Sean Dandley
Title: President & CEO

REQUEST: MCI, Set #1 to CLECs

DATED: December 30, 2003

ITEM: MCI-7 Please provide, on a statewide, CLEC switch CLLI-code, and Verizon wire center basis, on a monthly or quarterly basis, for the most recent 12-month period, the number of:

- a. Newly installed business lines served by unbundled loops;
 - i. Number of such lines that were migrated from the ILEC's retail service.
 - ii. Number of such lines that were migrated from a CLEC's retail service.
- b. Newly installed business lines served by UNE-P;
 - i. Number of such lines that were migrated from the ILEC's retail service.
 - ii. Number of such lines that were migrated from a CLEC's retail service.
- c. Newly installed business lines served by non-circuit switches;
 - i. Number of such lines that were migrated from the ILEC's retail service.
 - ii. Number of such lines that were migrated from a CLEC's retail service.
- d. Newly installed residential lines served by unbundled loops;
 - i. Number of such lines that were migrated from the ILEC's retail service.

- ii. Number of such lines that were migrated from a CLEC's retail service.
- e. Newly installed residential lines served by UNE-P.
 - i. Number of such lines that were migrated from the ILEC's retail service.
 - ii. Number of such lines that were migrated from a CLEC's retail service.
- f. Newly installed residential lines served by non-circuit switches;
 - i. Number of such lines that were migrated from the ILEC's retail service.
 - ii. Number of such lines that were migrated from a CLEC's retail service.

For lines migrated from a CLEC's retail service, please separately disaggregate whether those customers were migrated from a UNE-L or UNE-P service delivery mechanism.

If you are unable to provide information responsive to all three geographies, please provide responsive information to the extent it is available. Please do not include T-1 level or above loops in your response.

REPLY:

(a), (c), (d), (f) – all N/A.

(b) DSCI's business UNE-P lines installed in the last year by wire center are attached as Exhibit A hereto. DSCI does not track business lines by ILEC or CLEC migration and, accordingly, objects to the request to that extent. The data in Exhibit A is confidential and will be submitted separately in accordance with the ground rules for this docket.

(e) DSCI's newly installed residential lines are not significant and are listed in total on Exhibit A.

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ITEM: MCI-8 Please provide, on a statewide, CLEC switch CLLI-code, and Verizon wire center basis, for the most recently available time period, the total number of:

- a. Active business lines served by unbundled loops;
- b. Active business lines served by UNE-P;
- c. Active business lines served by non-circuit switches;
- d. Active residential lines served by unbundled loops;
- e. Active residential lines served by UNE-P;
- f. Active residential lines served by non-circuit switches.

If you are unable to provide information responsive to all three geographies, please provide responsive information to the extent it is available. Please do not include T-1 level or above loops in your response.

REPLY: (a), (c), (d), (f) – all N/A.

(b) DSCI's active business lines for UNE-P, by wire center, are attached as Exhibit B to this request. The data in Exhibit B is confidential and will be submitted separately in accordance with the ground rules for this docket.

(e) DSCI's residential lines are not significant and are listed in total on Exhibit B.

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ITEM: MCI-15 Please explain whether you currently have in place application-to-application, electronically integrated systems that can accomplish, on an automated, flow-through basis (i.e. no manual intervention is required for completion of the migration), migrations between each of the following service configurations: 1) VZ voice only; 2) VZ voice plus DSL; 3) VZ DSL only; 4) CLEC UNE-P voice only; 5) CLEC switch-based voice only; 6) CLEC line sharing; 7) CLEC line splitting; 8) CLEC DSL only. To the extent possible, please answer by completing the following matrix, indicating "Yes" or "No" in each box.

[table omitted]

REPLY: No. DSCI uses the Verizon "LSI" system to make inquiries and place most orders with the ILEC. For CLEC inquiries and orders, DSCI uses whatever electronic or manual system is made available by such CLEC. DSCI employs proprietary operational support systems ("OSS") that do not integrate with ILEC or CLEC OSS. Accordingly, no DSCI orders with Verizon or CLECs are accomplished on an electronic flow through basis.

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ITEM: MCI-16 Please explain whether you have always been able to obtain a customer service record ("CSR") from Verizon and/or other CLECs for the provision of 1) local exchange voice service on UNE-P; 2) local exchange voice service on UNE loop. If not, please provide a detailed explanation of the reason(s) you did not obtain the CSR.

REPLY: No. With respect to UNE-P services (as stated elsewhere, DSCI does not presently use UNE-L), DSCI has not always been able to obtain CSRs from Verizon. Through early 2002, DSCI had substantial difficulties obtaining Verizon CSRs. Verizon's processes have improved significantly since that period. If DSCI places an order on the Verizon LSI ordering system using the billing telephone number (BTN), it now generally receives a CSR. If, however, an order is placed using a working telephone number ("WTN") rather than the BTN, the request is generally rejected and no CSR is obtained. Additionally, if DSCI places an order using Verizon's customer account billing system ("CABS"), it generally produces a CSR unless a line is served by another CLEC rather than Verizon. In such a case, the Verizon system indicates that the account is "not available." DSCI must then manually follow up and place the order.

With respect to CLECs, DSCI follows the procedures established to obtain CSRs. Responses are generally obtained within 24-48 hours.

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ITEM: MCI-17 Please explain whether you currently use an electronic automated (i.e., not requiring any manual intervention prior to completion of task) method to interface with Verizon to send or receive each of the following: a) pre-order inquiries; b) orders (including placing the order, firm order confirmations, jeopardy notices, etc); c) provisioning (including the exchange of information for changes to 911, local number portability, and other databases); d) maintenance and repair; e) billing.

REPLY: As discussed in responses to other MCI requests, DSCI generally uses Verizon's LSI system to make inquiries and place orders.

(a)-(b) pre-order inquiries and order activities -- are submitted electronically through LSI. Firm orders are generally returned electronically per a purchase order number ("PON"). Jeopardy notices sometimes are generated by Verizon electronically, sometimes are done manually and sometimes are not generated by Verizon at all.

(c) Verizon handles provisioning on DSCI's behalf.

(d) DSCI uses the LSI to access Verizon's maintenance and repair system ("RETAS") to follow up on trouble tickets.

(e) DSCI receives monthly and daily billing and usage information from Verizon, which then must be manually loaded into DSCI's computer system.

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ITEM: MCI-18 Please provide a detailed explanation of the electronic method (e.g. EDI, CORBA, etc.) that you currently use to send to or receive from ILECs and/or CLECs each of the following: a) pre-order inquiries; b) orders (including placing the order, firm order confirmations, jeopardy notices, etc.); c) provisioning (including the exchange of information for changes to 911, local number portability, and other databases); d) maintenance and repair; e) billing.

REPLY: See DSCI's response to MCI-17. DSCI generally uses the ILEC web-based geographical user interface ("GUI") to access Verizon's LSI system for orders and inquiries. DSCI interacts electronically with most CLECs via e-mail using their standardized forms. One CLEC has a web interface that allows input to its database.